

Encounters **On a mission for a child** After falling from a height of four metres, a young boy requires the swift help of the Rega crew from the Samedan base. **8**

Horizons **No patrons, no Rega** Member of the Management Board, Andreas Lüthi, explains what is needed in the background to enable Rega to help people in distress and how the patronage system came about. **22**



Across the Alps, homeward bound

After a serious accident with an e-scooter, a young father is flown home from Warsaw. **24**



There wherever it is needed: in 2019, Rega's helicopter crews performed a total of 12,257 missions on behalf of the Swiss population.

“Rega is needed and is able to help”



Karin Hörhager
Editor-in-Chief

Dear Reader

Have you ever wondered whether it's actually a good or bad thing if Rega flies many missions? In principle it's a bad one, for behind every mission is a person in distress. But in a way it's a good thing, too, because usually we are able to help. The fact that Rega is needed and that the Swiss population can rely on us

has been demonstrated in a particularly wide variety of ways during this out-of-the-ordinary year.

There were, for example, the many medical intensive care transports of Covid-19 patients at home and abroad, which were performed by both our rescue helicopters and our ambulance jets. We were delighted to be able to put our decades of expertise in dealing with infectious diseases and in deploying rescue resources at the disposal of the Swiss government and the cantonal authorities.

Rega's assistance was also in great demand in the weeks and months following the lockdown, when the prolonged sunny weather lured a particularly large number of people out of doors – on foot, by bike, in the mountains, on the lake. Accordingly, Rega had plenty to do.

Even though activities in the open air always bring with them a certain element of risk, this does not mean that we should dispense with them altogether. Good preparation, suitable equipment and realistic assessment of one's own capabilities all help to avoid accidents. This also applies to the coming winter. You can read about the importance of wearing a helmet, for example, from page 30.

I would like to thank you for your invaluable support of Rega and wish you an enjoyable and healthy winter.

A handwritten signature in black ink, appearing to be 'KH', written in a cursive style.



8
Mission in the Engadin for a four-year-old child



24
Well cared for in the Rega ambulance jet



22
Why patronage is so important



18
The helicopter crew help as a well-functioning team

Rega Magazine 1414 | Issue 95, November 2020 | Published twice a year | Total circulation 1.9 million

Publisher

Swiss Air-Rescue Rega
PO Box 1414
CH-8058 Zurich Airport
www.rega.ch
Postal account 80-637-5

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Concept / Design / Prepress

Source Associates AG, Zurich

Production

tutto fatto, Zurich

Print

Swissprinters, Zofingen

Reprints permitted with sources indicated.



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Knowledge Here you can find some interesting facts and figures relating to the theme.

1414

Online Further details or even a visual titbit are available online via the given link.

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6 Take off into the world of Rega.

Encounters

- 8 On a mission for a small child**, who needs Rega's help after falling from a height of four metres.
- 13 24 h Rega with Georg Hauzenberger**, who as an IT specialist develops user-friendly apps that support crews on their missions.
- 16 Cutting-edge technologies:** how Rega uses IT solutions to further improve medical assistance by air.
- 18 In focus:** Rega's helicopter crew members and their tasks during a mission.
- 20 Opinion** on why air rescue needs to be coordinated centrally.

5

Horizons

- 22 In dialogue:** member of the Management Board, Andreas Lüthi, explains why the patronage system is so important for Rega.
- 24 From Warsaw to Zurich:** after an accident with an e-scooter, Rega flies the patient, Jonas Herzog, back to Switzerland.
- 28 Mission report:** two mountain climbers get into trouble on the Eiger north face.
- 29 Rega kids** can win some great prizes – and have fun too.

Navigation

- 30 Knowledge** about what traumatic brain injury is and when it is necessary to call out Rega.
- 33 In the Rega Shop** you can find the complete range of the popular Rega articles.

Take off

In brief

Now Rega can also fly to the Swiss Paraplegic Centre in poor visibility

6

Until now, Rega crews have only been able to fly patients to the Swiss Paraplegic Centre (SPC) in Nottwil for treatment when visibility is good. After years of preparation by Rega, the Federal Office of Civil Aviation (FOCA) has now granted Rega permission to also fly to the SPC during the day in poor visibility. However, as rescue missions pay no heed to the time of day, in future Rega wants to be able to use the approach procedure around the clock and is lobbying the relevant authorities to this end.

► More information: www.rega.ch/ifr



Stunning views for 2021

This year, too, our employees have captured unforgettable moments and moods with a camera during Rega missions at home and abroad. The wall calendar takes you on a journey through everyday life at Rega and features pictures of, for example, a mission with the rescue hoist, an approach flight to a Caribbean island and a training exercise with avalanche search dogs. Buy your Rega calendar 2021 now.

► Orders via the Rega Shop from page 33 or in our web shop at www.rega.ch/shop



Flight training with a lasting effect

Rega supports various sections of the Swiss Alpine Club (SAC) in the renovation of the helicopter landing pads at SAC mountain huts. Both parties benefit from this: up-and-coming Rega pilots use the H125 training helicopter to transport the necessary building materials up to the huts, and thus gain valuable experience in flying with an external load. In turn, renovated and modernised landing sites mean greater safety during supply or rescue flights to and from the huts.



Rega crews perform tests with an AW169

The future all-weather Rega helicopter with a de-icing system is currently being developed based on the helicopter type, Leonardo AW169, and is somewhat larger and heavier than the Rega helicopters currently in service. In order to gain initial, simulated operational experience with a larger helicopter, at the end of August, the Rega project team performed various tests in Switzerland with an AW169, including flights in the mountains and hanging the helicopter at a Rega base. The development of the all-weather version complete with de-icing system has been delayed: the first series of test flights in February 2020 had to be discontinued until further notice due to the coronavirus pandemic. Delivery is now scheduled for 2023.

The numbers in this issue:

1.6

To date, the free Rega app has been downloaded more than 1.6 million times. With the app, you can contact Rega's Operations Centre with a single swipe and your position coordinates are automatically transmitted. This saves valuable time in an emergency.

2,515

people were helped by Rega's medical consultants in 2019.

60

Patrons contribute more than 60 percent of Rega's total budget each year.

First responders for the inhabitants of Graubünden



Graubünden is Switzerland's largest canton in terms of area. In order to ensure that in medical emergencies, patients can swiftly be provided with emergency

assistance even in remote valleys, the cantonal authorities and Swiss Alpine Rescue (SAR) signed an agreement in summer 2020 to set up the organisation, First Responder Plus. The goal: around 350 emergency responders trained by professional rescuers are ready for action throughout the canton and on deployment provide first aid to seriously ill or injured people until the professional emergency services arrive. The SAR – a foundation of the Swiss Alpine Club SAC and Rega – has been given the task of setting up the organisation on behalf of the canton and thus strengthen the provision of medical care to the people of Graubünden.

Additional rotor blade for the H145 rescue helicopter

Rega is retrofitting all seven Airbus Helicopters H145 rescue helicopters in its lowland fleet: in future, these helicopters will have five instead of four rotor blades. This will increase their payload by around 150 kilograms. This is a major step forward in the field of air rescue, where every gram of weight counts. These additional power reserves give the pilots more leeway and also increase safety, especially when more equipment or additional people are being carried on board.



8



Fall from a height of four metres

While playing at the hotel, a small child falls from a height of four metres. The local GP, the rescue service and the Rega crew from the base in Samedan work hand in hand to care for the boy and fly him as quickly as possible to the nearest main hospital in Chur.

The Operations Centre provides the crew with further information during the flight.

Another sunny winter day is drawing to a close. The Engadin ski slopes are gradually emptying as the Rega crew from the Samedan base are called out on a mission. Often on days with good weather, the crew are constantly deployed to help injured winter sports enthusiasts. However, this mission does not take the crew to a ski resort: in the centre of Sils (Canton Graubünden), a small boy has had an accident and urgently needs Rega's help. This is all the crew know when, at the Rega base in Samedan, pilot and head of base Giorgio Faustinelli starts the helicopter's engines and shortly afterwards takes off in a south-westerly direction towards the village on Lake Sils, just a few flying minutes away.

Mission details during the flight

In the air, the uncertainty eases somewhat when the crew of Rega 9 – as the Engadin rescue helicopter is known – receive further details of the mission from the Rega Operations Centre, such as the precise coordinates of the accident site. This information is not communicated by radio, as in the past, but directly on the electronic flight

bag (EFB), a special tablet computer with which the crew can call up information about the mission and the patient, as well as the current flight weather data and extensive map material.

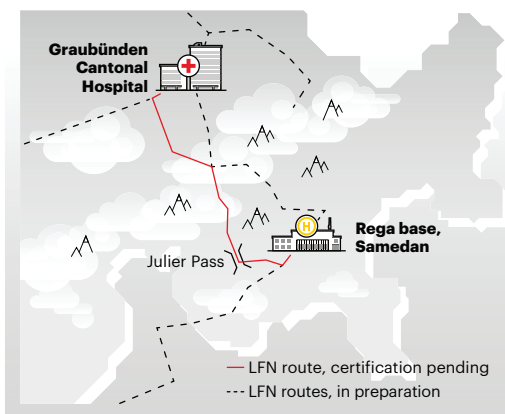
On the approach flight

Still in the air, during the final approach to the accident site, the crew of the rescue helicopter spot the rescue service vehicle in a side street near the hotel. The police patrol that has been called out has stopped the traffic in the small street so that the helicopter is able to land safely. Pilot Faustinelli opts for a landing site in the snow next to a cluster of trees a few metres from the road and gently sets the rescue helicopter down on the ground.

Cooperation at the accident site

Rega emergency physician Joachim Koppenberg immediately heads for the ambulance, where the young patient is being attended to by the local paramedics. While playing at the hotel, four-year-old Aaron had climbed over the railing of a balcony and fallen from a height of four metres onto a carpet. He is bleeding from

K Flying to main hospitals in poor visibility



Thanks to satellite-based navigation, it is now possible to perform flights according to instrument flight rules (IFR) when visibility is poor. As a result, Rega has been working with its partners for many years to establish a countrywide network of instrument flight routes known as the Low Flight Network (LFN). This enables Rega rescue helicopters to follow a flight path stored in the on-board computer in low visibility. Individual instrument flight routes are already in use, others are still in the planning stages. The instrument flight route from Samedan over the Julier Pass to Chur will link the Engadin to Graubünden Cantonal Hospital. The flight path has already been defined and Rega has successfully carried out a number of test flights. Approval by the Federal Office of Civil Aviation (FOCA) is expected by 2022.



Loading the patient into the helicopter: four-year-old Aaron is flown by Rega helicopter from Sils to the Cantonal Hospital in Chur.

the head. It is unclear whether he has also sustained internal and therefore undiscernible injuries. The hotel staff had immediately called the neighbouring GP to ask for help and alerted the emergency services. There followed a prime example of the well-functioning collaboration between the various operation partners, who all worked hand in hand: it quickly became clear to the GP, who was the first to examine the boy in the presence of his worried mother, and the paramedics that due to the height of the fall, Aaron needed to be transported to a central hospital as quickly as possible. Falls from a height are often the cause of several injuries occurring simultaneously. Such multiple injuries, known as polytrauma, are usually treated in a shock room, which is part of the casualty department of a main hospital. The shock room is used for the initial treatment of severely injured patients by specialists from various fields. Rega's services are required to fly Aaron swiftly and gently to hospital.

Taking charge of the child at the accident site

“The other medics had already administered first aid to the boy and informed me of the circumstances of the accident and the boy’s condition,” relates Koppenberg. However,

when he arrives at the scene of an accident and takes charge of a patient who has already received initial medical care, it is important that he always makes his own assessment of the casualty’s state of health, Koppenberg explains. After all, the condition of a person who has had an accident or become acutely ill can change constantly.

Flight to Chur

Apart from a laceration and bruising, there is nothing to show that Aaron had had an accident. But in the meantime he has become noticeably quieter and more introverted than he was shortly after the fall. Drowsiness or apathy can be symptoms of a more severe concussion, especially in small children (read more about head injuries on page 30). “At that time, we could not rule out serious injuries to the head or other internal injuries. Therefore, the only place for Aaron to receive further treatment was the nearest main hospital in Chur.” If Aaron’s condition were suddenly to worsen, the hospital offered the most treatment options and also had a paediatric intensive care unit. If patients need to be flown to a main hospital, the distances are often longer. It is therefore important to ensure that central hospitals can ▶

Good teamwork with our operation partners is essential for the success of a mission.



12 **Dispelling the fear of flying:** emergency flight physician Joachim Koppenberg uses a helicopter soft toy to show Aaron what the real helicopter is doing.

Rega's flight coordinator informs the destination hospital, so that the hospital staff can prepare for the young patient.



In operation for you: find out more about Rega's missions in Switzerland: www.rega.ch/operations

also be easily reached from peripheral regions, such as the Engadin, in all weather conditions (see box on page 10).

Taking to the air with a helicopter soft toy

While emergency flight physician Joachim Koppenberg and paramedic Peter Caviezel prepare the stretcher carrying little Aaron for takeoff, pilot Giorgio Faustinelli informs the Rega Operations Centre about the destination hospital and the suspected diagnosis. The flight coordinator at the other end of the line will register Aaron at the Cantonal Hospital in Chur. The hospital staff can then prepare for the young patient's arrival and attend to him in the shock room. Aaron's mother is also flying with him. "If it is possible to take a parent with us, we do so," says Koppenberg. It is especially important for young patients to have a familiar face with them in the helicopter and subsequently in the hospital, he explains. In this unfamiliar situation, it gives the child a sense of security. At the front of the helicopter, in the cockpit, Faustinelli starts getting ready for takeoff, while behind him in the cabin, Koppenberg places a small helicopter soft toy on the stretcher where Aaron can see it. The emergency physician uses it to playfully demonstrate to the little patient how the real

helicopter is about to take off and will later land, to dispel his fear of flying. The sky is cloudless and so there is nothing to stand in the way of a swift and gentle transport from the Engadin over the Julier Pass to the hospital in Chur.

Landing in Chur

After the approximately 20-minute flight, Faustinelli sets down the AgustaWestland Da Vinci helicopter on the landing pad of the Cantonal Hospital in Chur. In the shock room, Joachim Koppenberg informs the waiting hospital staff about the circumstances surrounding the accident and the first aid that has already been provided, and then hands over the young patient for further tests and treatment. Later, the Rega physician is to learn that Aaron had not sustained any internal injuries and that he should fully recover from his fall. On the flight back to the Engadin, the evening sun slowly sinks below the horizon and bathes the mountain peaks in a golden light. But for Giorgio Faustinelli, Peter Caviezel and Joachim Koppenberg, the day is far from over: after darkness has fallen, they will fly another patient from the Engadin to the Cantonal Hospital in Chur.

Mathias Gehrig

24h Rega

Georg Hauzenberger, 33, IT project manager

As IT project manager, Georg Hauzenberger ensures that the Rega app will be even more user-friendly in future and that modern IT solutions support crews during missions.

Georg Hauzenberger switches easily between the centuries. Most of his work at Rega focuses on the future: how can information technology be used to enable Rega to fulfill its core task even better? In his private life, however, the native of Vienna is fascinated by the Middle Ages. He reads a lot about the days when messengers still delivered messages on foot or on horseback. In comparison, modern-day smartphones offer amazing possibilities. Together with users and experts, Georg Hauzenberger further develops various Rega applications, such as the Rega app. This application enables the position coordinates of the person raising the alarm to be automatically transferred to the Rega Operations Centre. "We want the app to be even easier to use in future, even though it has more features than before," explains Georg Hauzenberger. "Rega's own developments should always offer added value for the user and ultimately improve medical care for patients." Reliability is key here because it is vital that the solutions work without fail in an emergency. Hauzenberger is sometimes surprised himself that he now works in the field of IT: "I'm really



more interested in languages than technology. I graduated from the Sprachengymnasium in Vienna, but then studied information and communication technology at the ETH Zurich," he explains. He wanted to do something outside his comfort zone and has never regretted it since. Hauzenberger also advises the teams of the Helicopter Operations division on the strategic



The IT team helps Rega to fulfil its core task even better by means of information and communication technologies.

development of IT solutions. "This is done, for example, in dialogue with the crews and the Operations Centre. This provides me with an overall picture and allows me to propose the right solution." The greatest challenge in his work is designing easy-to-use, stable systems that meet the requirements of both the present and the future. "So we're all the more pleased when we manage to achieve both. It's great when we in the IT department can play a part in bringing rapid assistance to people in distress," says Georg Hauzenberger.

Karin Zahner

Continue reading on page 14 ►

“Our work is not about technical gimmicks.”



07:30

▲ Georg Hauzenberger discusses with head of IT Lukas Müller the series of tests and measurements planned for the day and the next steps in the project to develop an optimised application to digitally call out crews.

14



08:45

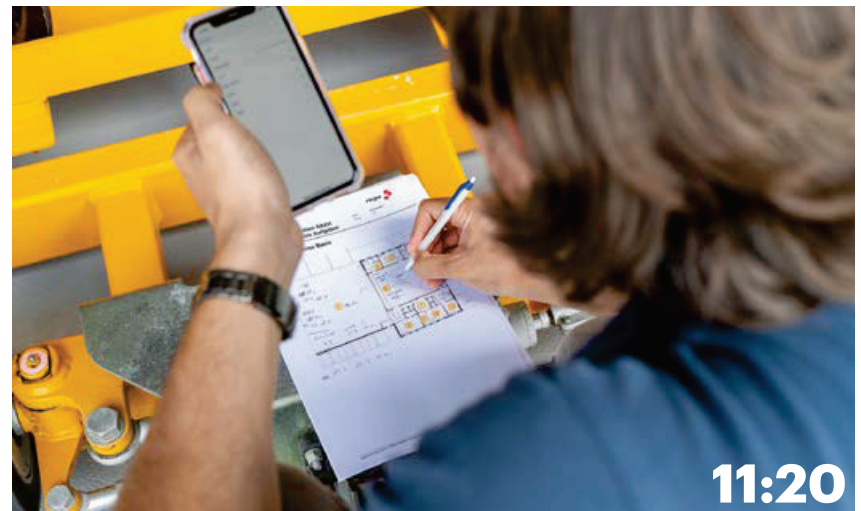
◀ Based on the experiences with the current, also digital solution, the new app will be even more user-friendly. In order to ensure that the mobilisation of crews by the Operations Centre will function without a hitch and everywhere, various tests need to be carried out at all the Rega bases.



09:00

◀ Today, Georg Hauzenberger, IT project manager, and Lukas Gasser, flight coordinator and member of the project team, are measuring the Wi-Fi and mobile phone signal strength in all the rooms and on the helipad at Rega's Zurich base.

► Visualising the measurements: Georg Hauzenberger transfers the data onto a plan of the Rega base.



11:20



13:00

► Georg Hauzenberger talks to base manager and pilot Frank Krivanek about the electronic flight bag. The Operations Centre uses this tablet computer on board the helicopter to transmit all the information about a mission at the click of a mouse.

◀ After taking the measurements, Georg Hauzenberger creates an overview on the computer and evaluates the collected data. Signal amplifiers can be installed later if and wherever necessary.



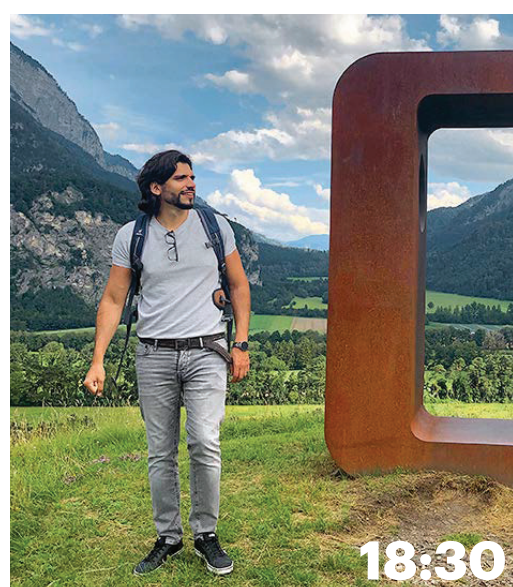
14:30



15:00

◀ During a mission, too, information must flow smoothly between the crew, the Operations Centre and the operation partners. Consequently, various tests are performed in the cabin during a flight.

► In his free time, Georg Hauzenberger clears his head after working on the computer and recharges his batteries. He enjoys being outside in the open air – such as here in Liechtenstein.



18:30



How bits and bytes help Rega on its missions

More safety on a mission, constant contact with the helicopter crew and the digital documentation of patient care: three examples illustrate how Rega uses state-of-the-art IT solutions to further improve medical assistance by air.

16

How can cutting-edge technology be used safely to help even more people? This question has been the driving force behind Rega's activities ever since it was founded. The pioneering achievements of earlier Rega generations – such as the first direct rescue from the north face of the Eiger by helicopter using a rescue hoist or the first civilian use of night vision goggles – were perceivable and easy to explain. However, many of the present-day developments that open up new possibilities for Rega crews and support them on their missions are less tangible, for they are based on the use of the latest information technology. The use of IT solutions pervades all areas of Rega's work – from the cockpit of the rescue helicopters and ambulance jets to the accident site to the Operations Centre, hangar and administration departments.

Digital tools in the hangar

One of the greatest dangers for the Rega crews when out on a mission is

aeronautical obstacles, such as cables located less than 25 metres from the ground. They are not required to be authorised or reported, so Rega records such obstacles in its own database. The crews regularly update the navigation system of their helicopter manually with the latest obstacle data. In order to ensure that the most up-to-date data is available in the cockpit automatically and at all times, a new solution is currently being tested at two helicopter bases. The Rega helicopters are automatically connected to the Rega network via Wi-Fi as soon as they have been towed into the hangar at one of the

12 Rega bases, and a software programme then updates the navigation system in the cockpit with the latest obstacle data. This automation not only saves time; the example also shows how an automated IT solution can be used to increase safety during missions.

IT at the "heart" of Rega

A second example shows how various systems and IT solutions are linked at the Helicopter Operations Centre in order to help the flight coordinators to work even more efficiently. Last year, the dispatch and communication systems at the Helicopter Operations Centre were modernised. The countrywide coordination of Rega helicopters places different demands on a dispatch system than it would to deploy ground-based rescue services. After it is called out, an ambulance operates almost completely autonomously and usually within clearly defined regions or cantons. This is not the case with air rescue: the helicopters know no cantonal borders



and operate over several regions. In order to fulfil Rega's specific needs in terms of air rescue, a standard solution was developed for emergency services containing components specially designed for Rega.

The helicopter crews are guided through their missions and continually supplied with information by the Operations Centre. It is correspondingly important that the crews can be contacted at all times, including in flight or in areas without mobile phone coverage. Consequently, Rega's nationwide radio network has also been seamlessly integrated into the new communication system.

Close collaboration with the various operation partners involved, such as the cantonal ambulance emergency call centres, is of key importance for treating patients swiftly. When modernising the dispatch system, particular attention was paid to interfaces that allow the various dispatch systems to be interlinked, so that in future the rescue services can work even more closely together for the benefit of their patients.

Patient report 2.0

A third example is representative of all the various mobile applications that support the Rega emergency physicians in caring for their patients: the electronic patient report. To date, the

emergency physician has documented the situation on location and the treatment provided by the Rega crew by hand on a sheet of paper. Now this information can be recorded digitally using an optimally designed user interface. The advantage of the digital report is that the electronic data is available immediately and in a clearly legible form, and can subsequently be used for the further treatment of the patient in hospital, as well as for administrative purposes and archiving. The new app is currently undergoing intensive testing and is scheduled to be launched before the end of this year.

People remain the focus of attention
Even if digitalisation continues to increase in importance, at Rega it will never push people into the background. On the contrary: only in collaboration with the crews, mechanics or flight coordinators can Rega's IT specialists ensure that innovative solutions support the crews on their missions for the benefit of their patients.

Corina Zellweger

K From analogue to digital

Thirty years ago, whenever Rega received an emergency call, the flight coordinator would take a pen and note down the information on a sheet of paper. Based on the information provided by the person raising the alarm, he pinpointed the location on the map of the area where the emergency call was made. Meanwhile,



a second flight coordinator was needed to mark out the flight path of the rescue helicopter on an overview map. Nowadays, emergency calls are received and recorded via the Rega app or by phone, and the caller is localised by means of a comprehensive geodata system.



The helicopter crew

With its rescue helicopters, Rega brings professional medical assistance by air. As well-functioning teams, the helicopter crews are there for patients who depend on Rega's help as a result of a serious illness or following an accident on the ski slopes, on the road, at work or in the mountains. Find out how each individual crew member contributes to the smooth running of a rescue mission and what demanding tasks they perform.

18



Teamwork of prime importance

A Rega helicopter crew comprises three crew members. Each one is a specialist in their field and has their own area of responsibility and competence. However, when it comes to providing patients with the best possible medical care, teamwork is always the decisive factor. The crew members know each other extremely well and are aware of how each person thinks and works. This enables them to work together in an efficient manner during a rescue mission and also to react quickly to unforeseeable events. Standardised procedures and clear communication are essential for effective teamwork.

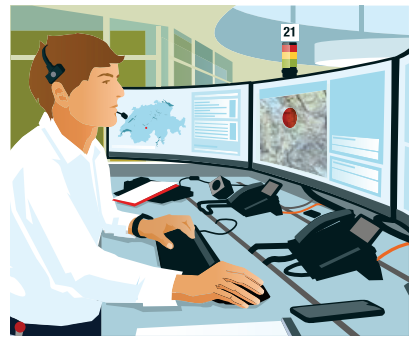


Helicopter pilot

The helicopter pilot is responsible for the aircraft and ensures that the mission is carried out precisely, safely and swiftly. At the accident site, they support the crew in caring for the patient and are in contact with the Rega Operations Centre. At the same time, they always keep an eye on the weather conditions, as these can have a major influence on the further course of the mission.

Operations Centre: the fourth crew member

At the Helicopter Operations Centre, Rega's flight coordinators are on duty around the clock to ensure that around 10,000 patients receive swift medical assistance every year. After the alarm has been raised, they mobilise the nearest suitable crew, taking into account all the ongoing missions and other factors such as the weather. The coordination of the crews, persons raising the alarm, operation partners and hospitals is a demanding task: the flight coordinators have, among other things, specialist knowledge in the fields of medicine, geography, meteorology and aviation and all speak at least three foreign languages.



Paramedic

The paramedic is the link between aviation and medicine and is a real allrounder. In the air, they help the pilot by navigating and operating the radio. On the ground, they assist the emergency physician with providing the patient with emergency medical care. If the helicopter cannot land near the patient, they operate the rescue hoist, which is used to lower the emergency physician to the patient.



Emergency physician

The emergency physician is responsible for the patient's medical care. They administer first aid, prepare the patient to be transported by helicopter or on the rescue hoist, and determine the most suitable destination hospital. They are assisted in their work by the paramedic.



Opinion

Ernst Kohler

“Air rescue needs to be coordinated centrally.”

20 **Rega coordinates in the air, the ambulance emergency call centres on the ground: this is efficient, safe and sensible. Only two emergency call centres, in Zurich and Aargau, see things differently – all because of a single, commercially operated helicopter. The politicians responsible could solve the problem – and on doing so also halt the unnecessary development of parallel structures using taxpayer’s money and prevent a step being taken backwards in terms of patient care.**

The cooperation between Rega and most of the cantonal 144 ambulance emergency call centres (SNZs) is excellent. Ground-based rescue resources, such as ambulances and first responder vehicles, are dispatched by the respective SNZ. The inter-regional, countrywide coordination of air rescue services, on the other hand, is handled by Rega’s Helicopter Operations Centre.

Thanks to modern interfaces, some SNZs can now contact the Rega Operations Centre to request a rescue helicopter at the click of a mouse, whereby all the available information, such as location and patient details, is automatically transmitted to the Rega dispatch system. The Rega flight coordinator then mobilises the nearest suitable rescue helicopter, taking into account all the rescue missions currently under way, as well as relevant

factors such as weather, material, etc. It also provides support during the mission and coordinates the collaboration with the operation partners. This clear division of tasks has proved itself over a period of decades.

Fruitless efforts

Only in the Greater Zurich Area and in Canton Aargau have the ambulance call centres been calling into question the central coordination of air rescue by Rega for several years. Protection & Rescue Zurich has even begun setting up its own radio stations to communicate with helicopters using taxpayers’ money, despite the fact that Rega already operates a nationwide radio network. This development is being driven forward by a single, commercial helicopter operator in Aargau, which is financed by the German air rescue service DRF.

Despite intensive efforts on the part of Rega, this operator refuses to be called out by Rega and is directly dispatched by the ambulance emergency call centres in Zurich and Aargau.

Time loss or gain?

These call centres have been claiming that time is wasted by passing on helicopter missions to Rega and that in an emergency “every second counts”. The argument may sound reasonable, but it actually falls well short of the mark. What is relevant for the patient is the time it takes to start providing first aid, not to mobilise the rescue service. After all, what good is it to the patient if the helicopter is called out ten seconds after receiving the emergency call, but then the crew takes a long time looking for the accident site or the helicopter has to turn back after 10 minutes due to adverse weather? How much time is lost when the crew suddenly realise at the scene of the accident that they are not properly equipped for a special intensive care transport and another helicopter needs to be called out instead? By then at the latest, we are no longer talking about seconds, but about lengthy delays that really can make all the difference. Unfortunately

such incidents, which ultimately are detrimental to the patients, occur again and again due to these direct deployments by the two SNZs.

Who is maintaining an overview?

With almost 70 years of experience in the field of air rescue, we know that the dispatch of rescue helicopters and ground-based resources requires different knowledge, skills and infrastructures. The majority of cantons recognise this and have entrusted Rega with the coordination of air rescue missions. Rega always deploys the nearest suitable helicopter – regardless of which organisation it belongs to. In the Bernese Oberland, we call out the helicopters operated by Air-Glaciers and in Eastern Switzerland, the helicopter belonging to the organisation AP3.

The illustration below shows why central coordination is so important. Imagine what it would be like if every cantonal SNZ, various police corps, all the local piste rescue services

and the mountain railways, not to mention private individuals, could deploy the rescue helicopters direct, in a decentralised manner, without the Rega Operations Centre. Who would then decide which mission is more urgent if several parties were to call out the helicopter at the same time? Who has detailed knowledge about the equipment on board the helicopter or about specific weather conditions in the operational area? Who coordinates with the partners, such as mountain rescue teams, or between the individual helicopters? The list of problems goes on and on. Indeed, the illustration speaks for itself: air rescue needs to be coordinated centrally.

Using existing infrastructure

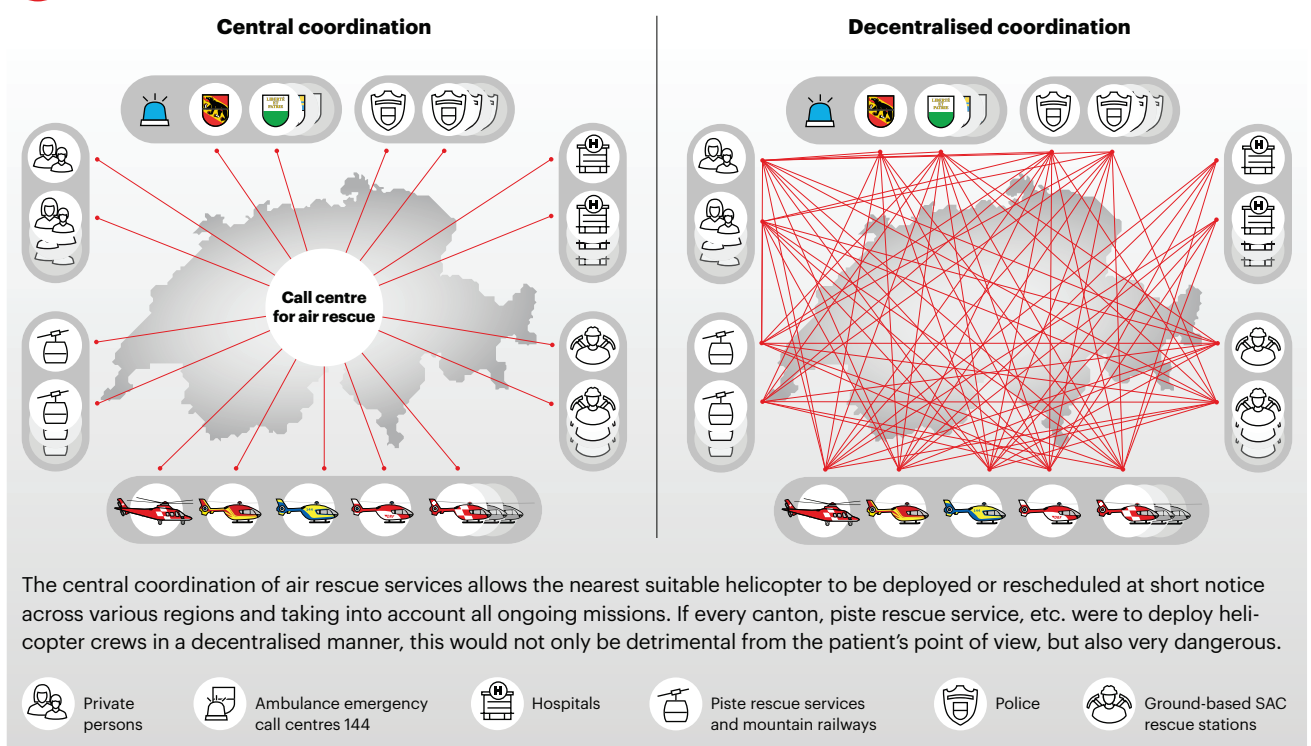
The infrastructure necessary for this already exists. With their financial contributions, the more than 3.5 million Rega patrons fund a state-of-the-art Helicopter Operations Centre, which has a wealth of experience and

expertise and organises some 12,000 helicopter missions every year – professionally, efficiently and safely. This infrastructure also includes Rega’s nationwide radio network and more than 60 weather stations. We fail to understand why anyone would not want to use this infrastructure – and instead use taxpayers’ money to build costly parallel structures. It would be up to the politicians responsible in the cantons of Zurich and Aargau, in the interests of their inhabitants, to clarify the situation once and for all and to entrust Rega with the coordination of their air rescue services. Not in order to do Rega a favour, but to bring the unnecessary development of parallel infrastructures to a halt and to prevent a step being taken backwards in the sphere of medical assistance by air.

Ernst Kohler

57, has been CEO of Rega since 2006. The former airport manager and mountain guide has four children and lives in the Lucerne region.

✳ Why central coordination is so important



The central coordination of air rescue services allows the nearest suitable helicopter to be deployed or rescheduled at short notice across various regions and taking into account all ongoing missions. If every canton, piste rescue service, etc. were to deploy helicopter crews in a decentralised manner, this would not only be detrimental from the patient’s point of view, but also very dangerous.

-  Private persons
-  Ambulance emergency call centres 144
-  Hospitals
-  Piste rescue services and mountain railways
-  Police
-  Ground-based SAC rescue stations

“Every investment should pay off for our patients”

In an interview, Andreas Lüthi explains all the things that are needed in the background to enable the Rega crews to help people in distress day in, day out. As head of the Services division and member of the Management Board, he is responsible for, among other things, aircraft maintenance and Rega’s finances.

22



How does your Services division contribute towards ensuring that a Rega crew can take off on a mission?

In many different ways. Services includes, for example, the engineers who are authorised to perform minor maintenance work on the aircraft themselves and the mechanics who keep Rega's helicopters and jets airworthy. Or the logisticians who make sure that the crews always have the right equipment and a sufficient supply of medicaments. Modern IT solutions, human resources, infrastructure services, accounting and administration relating to the missions performed are also all necessary for Rega to be able to fulfil its core task.

How are all these costs financed?

Without our patrons, there would be no Rega: they contribute more than 60 percent of the total budget. Most of the remaining expenditure is covered by cost bearers, such as health, accident or travel insurance companies, in the form of payments for services rendered. Rega does not receive any subsidies from the government. This private funding allows us to focus entirely on the welfare of our patients and to remain independent.

In return, Rega is dependent on its patrons.

Yes, that is true. This enormous support spurs us on, day after day, to fulfil our task to the best of our ability. The patronage contribution has remained at an unchanged low level for 30 years – despite the fact that today, thanks to innovations and state-of-the-art technology, we are able to fly missions that would have been inconceivable in the past, such

as in poor visibility. Many things have become more expensive since then. Indeed, health insurance premiums have doubled over the same period of time.

Presumably Rega's costs are also rising?

Yes, in the heavily regulated areas, such as aviation or medicine, our work is becoming increasingly expensive. When more requirements and regulations have to be met, this can only be achieved with increased effort. And this is usually reflected in higher costs.

How did the idea of patronage come about?

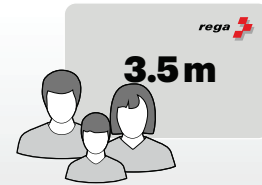
It was an emergency solution. When, at the beginning of the 1960s, Rega realised that the cost of countrywide air rescue services could not be covered by the income derived from flying missions, it asked the Swiss government for financial support. The government refused, so the Rega management appealed to the public for help. This laid the foundation for our patronage system, a unique model that allows us to put patients' well-being at the centre of our actions and that is the envy of other countries. It is therefore all the more important that we preserve Rega for future generations.

Patronage contributions account for more than half of the total revenue. How do you ensure that Rega's expenditure does not spiral out of control?

Rega manages its financial resources very economically. With every Swiss franc we invest, we ask ourselves whether it will pay off in terms of patient care. Therefore not



There thanks to patrons



Rega is there thanks to its over 3.5 million patrons. With their contributions out of solidarity, they enable Rega to provide air rescue services in Switzerland around the clock.

everything that we could do is worth investing in. We plan our finances in the very long-term. In this way, we ensure that the population will continue to benefit from Rega's services for a long time to come.

Can you give an example?

One example is the procurement of new aircraft: although we renewed our ambulance jet fleet just two years ago, we are already putting money aside to finance the next procurement in 10 to 15 years.

Where do you see Rega in 10 years' time?

Because Rega plans in the long-term and prudently, it will still be in the position to provide air rescue services in Switzerland. Thanks to targeted investments in new technologies, we will also have new operational capabilities. Rega will continue to be supported by its patrons, who with their contributions not only ensure Rega's existence, but also express their solidarity. And I very much hope that solidarity will continue to be a hard-and-fast value in our society in the future.

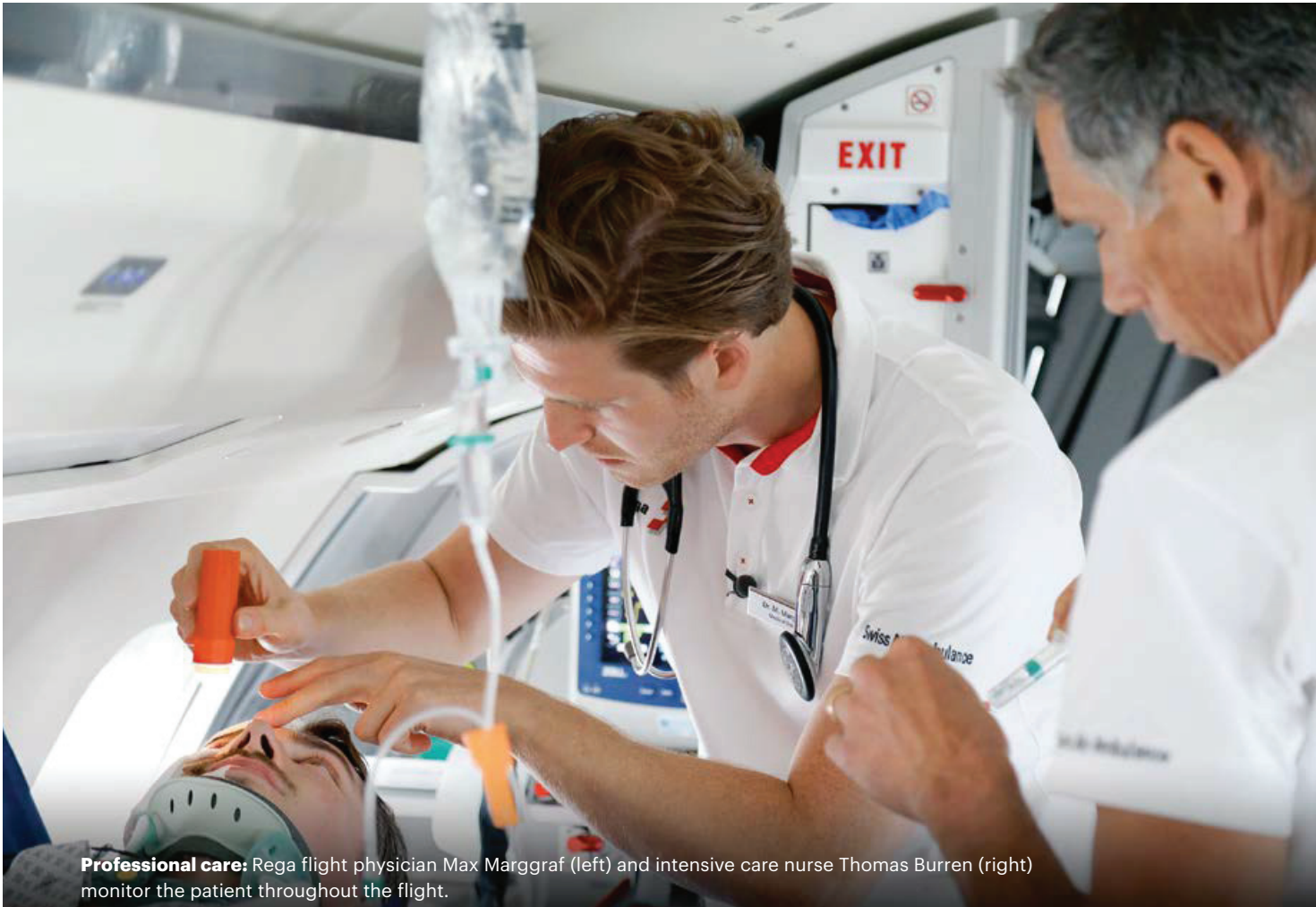
Andreas Lüthi, 60

“No patrons, no Rega.”



24

Final check at the hospital: intensive care nurse Thomas Burren (left) checks Jonas Herzog's vital functions on the mobile monitor before an ambulance takes both patient and Rega crew to the ambulance jet at Warsaw Airport.



Professional care: Rega flight physician Max Marggraf (left) and intensive care nurse Thomas Burren (right) monitor the patient throughout the flight.

A city trip with grave consequences

“We wanted to explore Warsaw in stages by electric scooter, because that way you can quickly get from one place to another and see a lot in a short space of time,” relates Jonas Herzog. “And then it happened: I drove into a curb and fell head-first onto the asphalt.” Dazed, he remains lying on the ground with injuries to his head and face. His friends immediately call the international emergency number 112 and administer first aid to the injured man until the ambulance arrives. At the scene of the accident, the paramedics place a brace around Jonas Herzog’s neck, give him strong painkillers and take him to the casualty unit at the nearby hospital. None of his friends are allowed to accompany him in the ambulance, so the 31-year-old man from Zurich is completely left to his own devices. “At first I didn’t know

Exploring Warsaw together: that was the intention of Jonas Herzog and his four friends. But during a ride through the city with an e-scooter, he has a serious accident and subsequently needs to be flown home with the Rega ambulance jet.

25

which hospital I had been taken to. I kept losing consciousness, I didn’t understand Polish, and hardly anyone spoke English – it was very unsettling,” the young man recalls. The situation becomes even worse when he realises that he cannot contact his family or friends – his mobile phone had fallen out of his trouser pocket at the accident site.

His friends alert Rega

Fortunately, his friends know which hospital he is in. One of them comes to visit Jonas Herzog in the casualty unit and phones Rega. A flight coordinator at the Rega Operations Centre takes the call from Poland. Jonas Herzog recalls: “Shortly after this first contact with Rega, I received a call from a Rega medical consultant. He asked me exactly what had happened and told me to call him again as soon ▶

K Assistance abroad



2,515

patients suffering from medical problems abroad received help from Rega’s medical consultants in 2019.

972



patients were flown back to Switzerland in a Rega jet last year.

as the doctor in attendance was with me.” This swift first contact with Rega gave him a sense of security in this difficult situation, he says. “Being able to talk to the Rega medical consultant and knowing that I could call him at any time with medical questions – that was really reassuring.” The most worrying thing about the whole situation was not knowing how severe his injuries actually were, Jonas Herzog recalls. “My eye was swollen, I couldn’t see out of it and I was afraid I might lose my sight.”

Medical consultants clarify each case individually

The Rega medical consultant talks to the Polish doctor and is able to look at the X-ray images. It quickly becomes clear that the diagnosis – a broken cheekbone and an injured cervical vertebra – means that repatriation by ambulance jet is necessary, because the patient needs to be operated on in Switzerland. “The Rega medical consultant explained to me the next steps in my treatment and told me that Rega

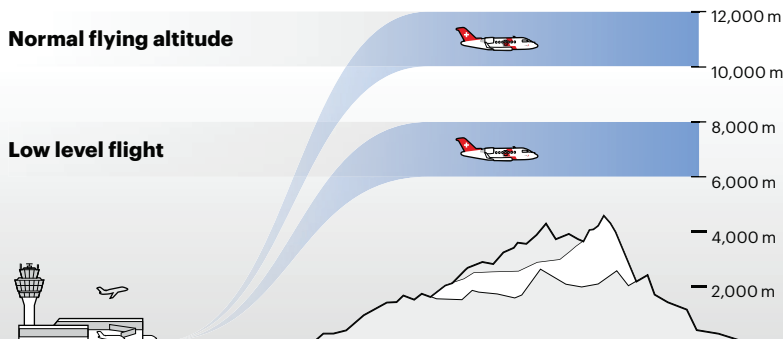
would collect me from the hospital in Warsaw and take me home,” relates Jonas Herzog. “I was very relieved. On the one hand, I was now able to assess my injuries a bit better. And on the other, I knew that as I was being operated on in Switzerland, I would have my family around me while I was convalescing.”

Low level flight to Zurich

On the day after the accident, Jonas Herzog’s friends have to embark on their scheduled return journey. One of them, Simon, is able to extend his stay so he can remain with Jonas. At the hospital, he takes care of him, brings him food, and keeps his wife informed. The repatriation is scheduled for the following day. At the Rega Centre in Kloten, the four-person ambulance jet crew – comprising two pilots, a flight physician and an intensive care nurse – prepare for the forthcoming mission. At the briefing in Zurich, the flight coordinator informs the crew that the Rega jet will not fly back to Switzerland at the usual altitude of between around 10,000

K Adjusting the flight altitude

Like all modern passenger aircraft, the Rega ambulance jet also has a pressurised cabin. If it flies at its normal cruising altitude of between 10,000 and 12,000 metres above sea level, the pressure in the cabin is roughly equivalent to that at 2,000 metres above sea level. If for medical reasons the pressure needs to be higher, the dispatcher adjusts the flight altitude of the jet. The dispatcher is responsible for the entire flight planning. For example, before the jet mission, he calculates the flight route and altitude. The altitude at which the patient is located on takeoff is decisive for calculating the



flight altitude of a “low level flight”. Jonas Herzog’s flight home took place below 8,000 metres above sea level because at this altitude the pressure

in the cabin is approximately the same as that at Warsaw Airport.



Arrival in Switzerland: after one-and-a-half hours, the Rega jet lands at Zurich Airport. The stretcher carrying Jonas Herzog is pushed down the ramp, which was specially designed by Rega, to the waiting ambulance.

and 12,000 metres above sea level, but at a lower altitude. The Rega medical consultants always request a so-called “low level flight” when a change in air pressure needs to be avoided due to the patient’s condition: for example, when air accumulates between the lungs and the chest wall or when air is trapped in the skull. “Jonas Herzog had air pockets in his upper jaw due to his broken cheekbone,” explains Thomas Burren, head of Nursing Services Jet and intensive care nurse. This air expands as the cruising altitude increases or if the air pressure in the cabin drops. This is very painful, and there is also a risk that the air will leak into the area around the eye, causing the blood circulation to deteriorate and vision disorders to occur. In order to prevent such risks and pain, the Rega medical consultant decides that the ambulance jet should fly Jonas Herzog back to Switzerland at a lower altitude than normal.

Flight back home to Switzerland

After a short flight followed by a taxi ride, Thomas Burren and flight physician Max Marggraf arrive at the hospital in Warsaw.

During the handover, they talk to the doctor in attendance about the treatment Jonas Herzog has already received and are also able to get a picture of his medical condition for themselves. They carefully transfer Jonas onto the vacuum mattress that they had brought with them and are then driven by ambulance back to the airport, where the pilots prepare the Rega jet for takeoff. Jonas’s friend is also there: “I was really pleased to have Simon at my side in this distressing situation. He helped me wherever he could.” He was therefore very grateful that Simon was also allowed to travel back home in the Rega jet. After a one-and-a-half-hour flight, which went without complication, the Rega crew hand over the patient to the waiting ambulance. Jonas Herzog is taken to Aarau Cantonal Hospital, where he is later to undergo surgery on his cheekbone. In the meantime, the cheekbone and cervical vertebra are completely healed and Jonas Herzog can enjoy playing with his young daughter again.

Karin Zahner

At the hospital, the Rega medical crew inform themselves about the patient’s state of health.



A video clip about this repatriation can be found at www.rega.ch/video

Evacuation on the Eiger

Two climbers are stuck on the Eiger north face when darkness falls. It is only thanks to a careful risk assessment by the Rega crew and the mountain rescuer that the demanding night-time evacuation from the rock face is successful.



28

Grindelwald (BE), 24.1.2020

The winter sun has already set when an emergency call comes in at the Rega Operations Centre. A mountain climber is raising the alarm directly from the north face of the Eiger. He and his experienced colleague are on the last third of their chosen route – but his friend is stuck approximately 20 metres above him and cannot go up or down.

Flight coordinator Peter Salzgeber takes the call and mobilises the helicopter crew from the Wilderswil base, as well as a mountain rescuer from the Swiss Alpine Club SAC. An initial reconnaissance flight shows that a direct rescue would be too risky in the current circumstances: the climber who had raised the alarm is standing and is safely secured, but his companion above him is hanging several metres above the last piton in the rock face. There would be a great risk of him falling due to the downwash of the helicopter. Consequently, the Rega crew fly to a temporary landing site on the Kleine Scheidegg and

Peter Salzgeber,
flight coordinator

“Careful risk assessment is the basis for all decisions.”

discuss the next course of action. “A careful risk assessment by the crew is the basis for all further decisions,” emphasises Peter Salzgeber.

In the meantime, darkness has fallen. In the course of conference calls between the flight coordinator, the person who had raised the alarm, the mountain rescuer and the helicopter crew, it becomes clear that a direct rescue is not possible without the lead climber being properly secured. So he has no other choice than to climb down to his partner and secure himself. Otherwise, they would only be able to reassess the situation the next day.

Shortly afterwards, another call comes in from the mountain climber. His companion had mobilised every last bit of energy to descend a few metres and was subsequently able to rappel down to him. Now both were secured and in a stable position. In an extremely challenging rescue hoist operation, the two mountain climbers are finally airlifted off the dark rock face.

Wanda Pfeifer

Fall on a building site

Wallisellen (ZH), 3.6.2020 On a high-rise construction site, a worker falls down the stairs on the 14th floor and injures himself. After administering first aid, the rescue services carry the patient up six floors to the roof of the building. From here, the crew from Rega’s Zurich base airlift him off the building using the rescue hoist.

Swift help thanks to Rega app

Obervaz (GR), 1.7.2020 A young biker has an accident on a bike trail in Obervaz and remains lying on the ground unconscious for a moment or two. Once he regains consciousness, but without knowing his precise location, he contacts the Operations Centre via the app. The crew from the Untervaz base are quickly able to locate him, administer first aid and fly him to the nearest suitable hospital.

Rescue hoist operation in the lowlands

Wasserflue (AG), 31.5.2020 Mission for the crew from the Berne base: a woman has fallen and injured herself on a hiking trail and is not able to continue on her way. She is flown out of the rough terrain on the end of a rescue hoist.

The Rega app in figures



Rega kids

Competition Find out which wintery symbol stands for which number, and then work out the last sum.

Tip: The snowboard has a value of 10.

$$\begin{array}{ccccccc}
 \text{Snowboard} & + & \text{Snowboard} & + & \text{Snowboard} & + & \text{Igloo} & = & 32
 \end{array}$$

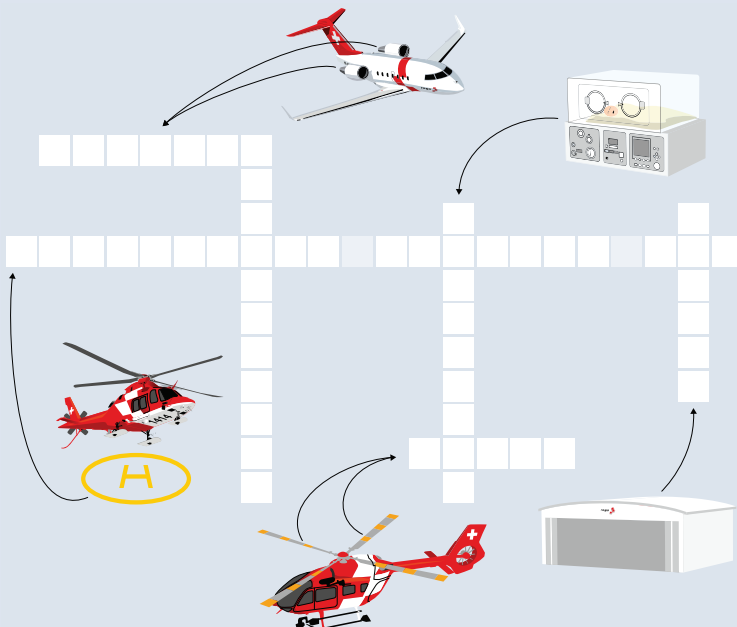
$$\begin{array}{ccccccc}
 \text{Snowboard} & + & \text{Igloo} & + & \text{Sled} & = & 17
 \end{array}$$

$$\begin{array}{ccccccc}
 \text{Ski boot} & + & \text{Snowboard} & - & \text{Sled} & = & 20
 \end{array}$$

$$\begin{array}{ccccccc}
 \text{Igloo} & + & \text{Snowboard} & - & \text{Sled} & + & \text{Ski boot} & = & \text{?}
 \end{array}$$

Solution: 

Picture crossword How familiar are you with the world of Rega? Test your knowledge and fill in the correct words.



Build a snowman Which parts are not needed to build the snowman depicted below? Cross them out.



29

Competition

Write the answer on a postcard and send by 31 December 2020 at the very latest to:

Swiss Air-Rescue Rega
 "Competition" Rega Magazine 1414
 PO Box 1414
 CH-8058 Zurich Airport

Ten winners drawn from the correct answers will each receive a Rega teddy bear worth CHF 35.-.

Good luck!



Solution from No. 94: Daisy

Each of the following has won a metal lunchbox:

- A. Baumer, Treyfayes | A. Henne, Fehraltorf |
- I. Peters, Zurich | J. Baumgartner, Büren | J. Lienhard, Winterthur | L. Knaus, Benken SG | L. Wenger, Berne | M. Barras, Botterens | N. Bader, Bidogno | T. & M. Delorenzi, Torricella **Congratulations!**

Knowledge



30

Head injuries can be deceptive: find out how you can protect yourself, what to look out for in an emergency and how to react correctly.

A bump on the head and a headache after a collision during a sporting activity – most likely everyone has experienced this at one time or other. However, probably very few people consult a doctor as a result. So when should a person who has suffered a head injury go to the doctor or call out the piste rescue service or Rega? What is traumatic brain injury, and why is it so dangerous, indeed even deceptive? And last but not least: how can I prevent this injury?

Risk of traumatic brain injury

Traumatic brain injury – that is, an injury to the head that also disrupts normal brain function – is mostly caused by falls or by traffic, sports or occupational accidents. According to figures published by the Swiss national accident insurance company, Suva, approximately 1,900 people suffer

severe traumatic brain injury (TBI) every year. Around 1,250 patients with brain injuries receive emergency medical care by Rega crews and are subsequently flown to hospital.

Wide range of symptoms

Depending on the extent and location of the damage, traumatic brain injury can be accompanied by a variety of symptoms, which often manifest themselves some time after the incident. Typical symptoms are severe headache, dizziness, nausea,

confusion and disorientation. In addition, there may be vomiting, memory problems, or vision, movement or speech disorders. Even short-term (lasting anything from a few seconds to minutes) or long-lasting unconsciousness is possible.

When should I raise the alarm?

Particular attention should be paid to infants and toddlers: if, after a head injury, the child behaves differently than normal, is confused, sleepy, does not want to drink or does not move their limbs, a TBI must be taken into consideration. If any of the symptoms described above occur, it is advisable to request professional medical help and, for example, to call out Rega. For in such cases, rapid action and gentle transport is required – and the Rega helicopter is often the rescue means of choice.

Rega tip

“A helmet only provides optimal protection if it is undamaged and fits properly.”

Rega app or 1414

The first hours after an incident are often crucial for the further healing process, which can take months or even years depending on the severity of the injury. If you need Rega's help, it is best to contact the Operations Centre direct via the Rega app or by calling the Rega emergency number 1414. In the box on the right entitled "Raising the alarm and first aid", we tell you what you can do until the rescue services arrive.

The right protection

In order to prevent this from happening in the first place, it is important to take sensible precautions and minimise the risk of injury by using adequate protective equipment. In the case of occupational activities or sports with an increased risk of injury,

it is advisable to protect yourself with a suitable safety helmet. However, a helmet only provides optimal protection if it complies with the necessary standards, is undamaged and is worn correctly. You can find useful information on this subject, among other things, in the relevant brochures from the Swiss Council for Accident Prevention (BFU) listed below.

We wish you all the best for the coming winter.

Karin Hörhager

► What do I need to look out for when buying a ski, snowboard or bicycle helmet?

www.bfu.ch/de/ratgeber/velohelm

www.bfu.ch/de/ratgeber/skihelm-snowboardhelm

K Good to know

Raising the alarm and first aid

First measures:

- Immediately alert the ambulance call centre on 144 or Rega on 1414
- Make sure the person is in a stable position (to avoid danger of falling)
- Reassure the person

Important:

- Do not give anything to eat or drink
- No intake of blood-thinning medication

Unconscious with normal breathing:

Place in a stable position on their side

Unconscious without breathing:

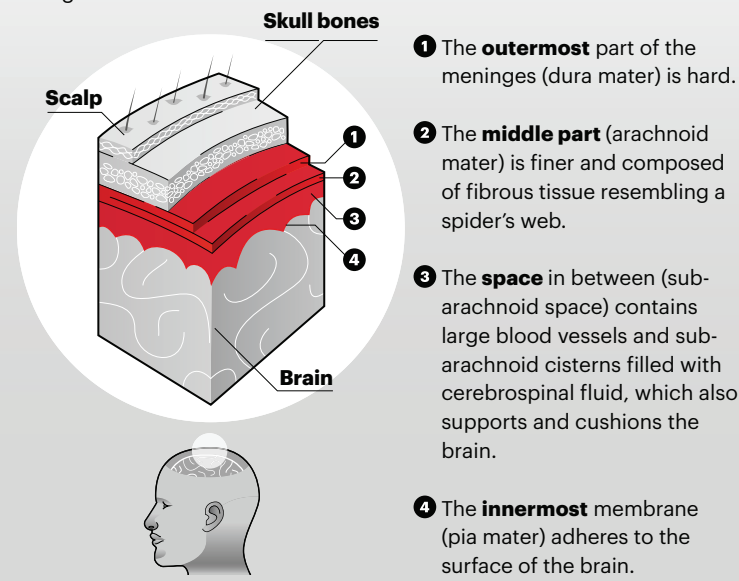
Immediately start CPR

31

K Brief summary

The central nervous system

The central nervous system comprises primarily the brain and the spinal cord. These are contained within the skull and the vertebrae and enclosed in three membranes known as the meninges, which protect them from damage.



Glasgow Coma Scale

In emergency medicine, the extent of impaired consciousness, and therefore also of the traumatic brain injury, is assessed according to the so-called Glasgow Coma Scale, or GCS for short. The assessment of the level of consciousness is based on three criteria, for which points are awarded.



Best eye-opening response
1–4 points

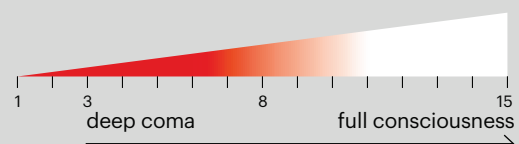


Best verbal reaction
1–5 points



Best motor response
1–6 points

The maximum number of points is 15 and the lowest is 3. A score of 8 or less indicates a severe brain dysfunction.



MISSION: HELIKOPTER-PILOT/IN WERDEN UND HELFEN.



Was wäre die Schweiz ohne Helikopter-Pilotinnen und Piloten, die täglich wichtige Hilfe aus der Luft leisten? SPHAIR ist das Einstiegsportal für junge Aviatik-Talente zwischen 17 und 23 Jahren.

Dein Weg ins Cockpit startet hier: sphair.ch



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra



SPHAIR

Rega Shop

Products for the winter season
and fan articles for all ages

OUR
HIGH-
LIGHTS



1 Beanie 29.—

The fine-knit hat by Mammut in the Rega design keeps your head and ears snug and warm. Black & grey with embroidered Rega logo and emergency number 1414.

- Material: 50% wool, 50% polyacrylic
- Inner layer: Gore Windstopper membrane in the brow and ear area, windproof and breathable
- One size, unisex
- Wash at 30 °C

33

NEW

2 Insulated drinking bottle 29.—

Ideal for when you are on the go: eco-friendly insulated drinking bottle which, thanks to the double-walled vacuum insulation, keeps beverages hot or cold for several hours. Made of stainless steel.

- Keeps beverages cold for up to 20 hours and hot up to 10 hours
- Preserves the flavour and freshness of your drink
- BPA free
- Capacity: 500 ml

► **Important:** Do not put the bottle in the dishwasher!



NEW

3 Sunglasses 119.—

Sports sunglasses with shatterproof, polarised lenses, which eliminate glare by filtering out the harsh reflections of light from snow, water and rain.

Black high-tech frame made from high-grade material, flexible yet stable.

- 100% UV protection up to 400 nm
- Microfibre pouch, which serves as a protective case and a cleaning cloth
- Case with carabiner and belt loop
- Weight: the sunglasses weigh only 28 g
- CE-certified

Further technical information: www.tnsunglasses.ch/rega (in German)



34

CLASSIC



5 "Traveller" multitool by Victorinox 112.—

Pocket knife, thermometer, altimeter and barometer all in one.

► **Free extra:** high-quality leather case



6 Challenger 650 29.—

Light as a feather, elegant, detailed: Rega's twin-engine Challenger 650 ambulance jet to a scale of 1:100, 21 cm, plastic (ABS), collector's model. Not suitable as a toy.



7 Airbus Helicopters H145 29.—

The H145, which is stationed at Rega's lowland bases, as a collector's model to a scale of 1:48, 28 cm, metal. Not suitable as a toy.

BESTSELLER



4 Headlamp 49.—

The multifunctional "Spot" headlamp from the Black Diamond brand brings light into the darkness – with two beams for close range and distance, as well as a red signal lamp. Adjustable head strap. Comes with a pouch to protect it from dust, sand and water.

- Brightness: 300 lumens
- Distance: up to 80 metres
- Burn time: between 30 hours (300 lumens) and 125 hours (4 lumens)
- Blinking, dimming and strobe modes
- Memory mode
- Waterproof IPX8 standard
- 3 AAA batteries included
- Weight with batteries: 88 g
- Guarantee: 3 years

► **Free extra:** waterproof bag with a clasp closure

NEW



8 Wall calendar 2021 22.—

Rega employees have captured with a camera scenes from their everyday work: 12 spectacular photographs accompany you through the year 2021. Format 48 × 33 cm. Picture captions in D/F/I/E.



9 Digital luggage scale 29.—

The digital display on this luggage scale shows how heavy your luggage is before you set off on your journey or check in for your return flight (max. weight 50 kg). The scale (approx. 16 × 10 cm in size) is made from robust plastic with a fabric strap.



10 City backpack 49.—

Perfect everyday companion: the modern city backpack features a padded laptop compartment (for devices measuring 13–15 inches) and numerous slots and pockets inside and outside, four of them with zips. The backpack is comfortable to carry thanks to its back padding and adjustable shoulder straps. The integrated USB charging port allows electronic devices to be charged on the move.

- Integrated USB port
- With pass-through trolley strap
- Colour: anthracite

- Material: 300D polyester
- Volume: 15 litres
- Dimensions: 41 × 29 × 14 cm (H × W × D)

11 Shoulder bag 39.—

Elegant shape, timeless style, practical for everyday use. The shoulder bag has two outer pockets with zip, as well as two inside pockets and a padded laptop compartment (for devices measuring 13–15 inches). With adjustable shoulder strap, max. length 124 cm.

- Colour: anthracite
- Material: 300D polyester

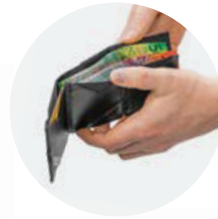
- Volume: 12 litres
- Dimensions: 35 × 26 × 14 cm (H × W × D)



12 Card holder with RFID blocking 69.—

Protect your credit cards from skimming: this handy wallet protects against digital theft by largely blocking the RFID (Radio Frequency Identification) signal. Compact credit card holder for at least 8 cards, several banknotes and some small change.

- 7 slots, holds at least 8 cards and several banknotes
- Extra compartment for coins
- Closure: stainless steel clip
- Colour: black
- Material: leather
- Dimensions: 90 × 70 × 10 cm (H × W × D)



Online Shop

Place your orders in comfort and around the clock online via the Rega Shop.

www.rega.ch/shop

Orders by telephone or fax

We would also be pleased to accept your orders direct via the following Rega Shop numbers.

Telephone orders **0848 514 514**

Fax orders **0848 514 510**

Terms and Conditions

- Articles are available as long as stocks last.
- Articles can be returned within 7 days.
- A charge of CHF 8.80 is made per order to cover postage and packaging costs within Switzerland.
- Delivery abroad (Europe): against advance payment only. A charge of EUR 30.- (CHF 30.-) will be made per order to cover postage and packaging costs. Any import charges (VAT, customs duty, etc.) are levied in accordance with the regulations of the destination country and are payable by the recipient.

The articles sold in the Rega Shop are of high quality and have been specially selected for our patrons. By purchasing an item, you are helping Rega to transport emergency medical assistance by air to people in distress 365 days a year.



You can order Rega Shop articles through our online shop at www.rega.ch/shop or by completing the order form and sending it in a stamped envelope to: Rega Shop, Bolligenstrasse 82, CH-3006 Bern.

Sender (please complete in block letters)

Ms Mr

Family name _____

First name _____

Street/No. _____

Area code/Town _____

Tel. _____

Patron no. _____

Signature _____

Thank you for your order.

For the youngest Rega fans



13 Helicopter and jet soft toy 10.— each

Rega toy for young children to play with and cuddle. The rescue helicopter is 14 cm and the ambulance jet 9 cm high; both are 24 cm long.

CLASSIC

14 Globi storybook 20.—

"Globi bei der Rettungsflugwacht" storybook, 99 pages (only available in German).

15 Globi colouring book 5.—

Colouring book, 6 pictures to colour in. 23×16 cm.

16 Teddy bear 35.—

The enterprising Rega teddy bear loves going on discovery trips with young pilots. With his removable helmet and work gear, he is well-equipped to take every adventure in his stride and is never too tired to play. 30 cm high.

NEW

17 Leather slippers for babies and toddlers 39.—

These slippers, made of eco-friendly, non-toxic leather, protect little feet. A flexible elasticated band keeps the slippers on the foot. The suede sole prevents slipping on smooth surfaces. Rega slippers are made at a Swiss institution by people with disabilities.

Order Form

Please write your name and address clearly on the front of this card, detach and send in a stamped envelope.



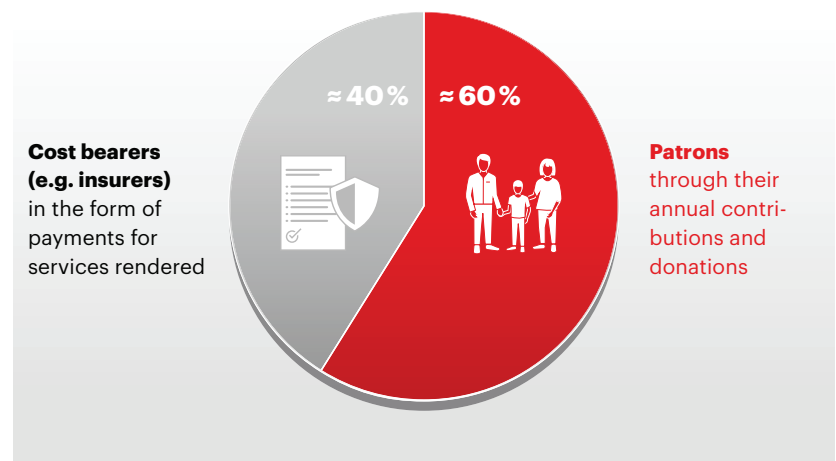
No.	Article	Price (CHF)	Amount	Ref.
1	Beanie	29.—		30056
2	Insulated drinking bottle	29.—		90091
3	Sunglasses	119.—		90087
4	Headlamp	49.—		90079
5	Victorinox "Traveller" multitool	112.—		90082
6	Challenger 650	29.—		50020
7	Airbus Helicopters H145	29.—		50018
8	Wall calendar 2021	22.—		90001
9	Digital luggage scale	29.—		90039
10	City backpack	49.—		90084
11	Shoulder bag	39.—		90085
12	Card holder with RFID blocking	69.—		90092

No.	Article	Price (CHF)	Amount	Ref.
For the youngest Rega fans				
13	Helicopter soft toy	10.—		50004
	Jet soft toy	10.—		50022
14	Globi storybook, in German	20.—		40040
15	Globi colouring book, 6 pictures	5.—		40038
16	Teddy bear	35.—		40037
17	Leather slippers for babies and toddlers			
	Size 17-18, 6-12 months	39.—		40047
	Size 19-20, 12-18 months	39.—		40048
	Size 21-22, 18-24 months	39.—		40049

There thanks to you

Without patrons, there would be no Rega. With your annual contribution, you keep us in the air and enable us to help more than 11,000 people every year. Many thanks!

How Rega is financed



Our more than 3.5 million patrons cover more than half of the total costs and enable us to provide air rescue services in Switzerland. Professional medical assistance by air, around the clock, 365 days a year, with highly qualified staff, state-of-the-art rescue aircraft and equipment, and a dense network of twelve helicopter bases located throughout Switzerland plus one partner base – it would be impossible to provide all of this in a cost-effective manner. You keep us in the air with your patronage contribution. We thank you most sincerely for your invaluable support.

We are there: for everyone – and thanks to you.

Emergency numbers

Emergency number, Switzerland **1414**
 Emergency number, abroad **+41 333 333 333**

Rega Newsletter

www.rega.ch/newsletter

Patronage Centre

Changes to patronage www.rega.ch/admin

Tel. Switzerland **0844 834 844**
 Tel. international **+41 44 654 32 22**

Rega Shop

Website www.rega.ch/shop
 Tel. Switzerland **0848 514 514**
 Tel. international **+41 848 514 514**

Monday – Friday

8.00 am – 5.00 pm

General information

Website www.rega.ch